

## Community Transport Waltham Forest

### Complaints Procedure

#### Statement

Community Transport Waltham Forest (CTWF) believes in the core principle of “customer first”, assisting our group members, customers and passengers with their transport and travel choices whilst using our services. CTWF believes that its work is based on an ongoing process of review and a willingness and commitment to monitor, reflect and learn.

If CTWF fails to provide a service of a standard acceptable to our users we want to know about it. This will help us to identify any underlying problems and issues within CTWF and enable us to make the necessary adjustments to stop them happening again. In cases of individual problems or issues with our service we will actively seek to investigate and address concerns in order to achieve a satisfactory outcome for all parties concerned.

Complaints by staff and volunteers are dealt with through our staff management procedures.

General Satisfaction levels with the services we provide are monitored through our log sheets, Annual Customer Satisfaction Survey and evaluation forms.

Our Quality Assurance Policy and Equal Opportunities Policy set out in more detail our commitment to good customer care and community relations.

## **Making a complaint**

Community Transport Waltham Forest is committed to providing a high level of service to our members/clients. Whilst every effort is made through our business practices to ensure a good quality of service is delivered there may be occasions where we may not meet your service expectations. If you do not receive satisfaction from us we need you to tell us about it. This will help us improve our service.

### **Procedure:**

#### **Step 1 -Informal**

If you feel unhappy about any aspect of our service you have received you may raise your concerns either by making a verbal complaint in person or via telephone or via email or letter to the Director: Helen Tredoux, CTWF, Low Hall Depot, Argall Avenue, Leyton E10 7AS. Tel 020 8521 0665 email: [helen@ctwf.co.uk](mailto:helen@ctwf.co.uk)

#### **Step 2 – Formal Procedure**

If the initial discussion does not address your concerns fully

- We will send you a letter acknowledging your complaint and asking you to confirm or explain the details in writing.
- You can expect to receive our letter within 2-5 days of us receiving your complaint. We will also let you know the name of the person who will be dealing with your complaint.
- We will record your complaint in our central register within a day of having received it.
- We will acknowledge your reply to our acknowledgment letter and confirm what will happen next. You can expect to receive our acknowledgement letter within 2-5 days of your reply.
- We will then start to investigate your complaint.
- We will invite you to meet to discuss your complaint within five days of the completion of our investigation. If you do not want a meeting or it is not possible, we will send you a detailed reply to your complaint. This will include our suggestions for resolving the matter.
- At this stage, if you are still not satisfied you can write to us again where the complaint and all investigations will be referred to the Chair of the Management Committee

- We will let you know of the outcome of this review within 15 days of the end of the review.
- We will write to you confirming our final position on your complaint and explaining our reasons.

## **Management and Delivery Mechanisms**

The policy sets out the CTWF approach to dealing with a complaint. Complaints are most likely to be in the following areas:

- Dissatisfaction with our service/s or our failure to deliver a service.
- Quality and repair of our vehicles
- A dispute between CTWF and a member organisation regarding policy, procedures and practices.
- Discourtesy or unhelpfulness on the part of CTWF staff.
- Discriminatory or offensive behaviour on part of the staff.

### **Implementation:**

We will make members/clients aware of the complaints procedure by displaying the statement in public place, written and marketing materials where appropriate.

All formal complaints will be recorded and filed.

Level of complaints will be monitored and reported to the Management Committee as appropriate.

### **Stages 1 & 2 Verbal and Written Complaints:**

#### **Dealing with Staffing Related Issues**

Employment practices and disciplinary procedures are set out in the staff handbook, any complaints received by or about staff should be dealt with in accordance with our procedures set out in the handbook, additional support and advice can be drawn down from Croners who are our contracted advisors.

In accordance with HR practice complaints about a particular staff member need to be dealt with by their line manager in the first instance. If the complaint relates to the Operations Manager the responsibility for investigation will fall to the Director or in some cases the management committee. In the case of a complaint made about the Director the investigations to be led by the Chair of the Management Committee.

#### **Dealing with quality and repair of vehicles**

The day to day responsibility for this falls with the Operations Manager and in respect of a complaint being received the Operations Manager will deal with the complaint in the first instance.

### **General Service Matters**

The general issues relating to the overall service will fall to the Director to deal with, reporting to the Management Committee on issues relating to the overall strategic strengthening of the organisation, investment and upgrading programmes.

### **Stage 3 – Management Committee review**

Should a review of the complaint be required this will be referred to the Chair of the Management Committee including all paperwork relating to stages 1 & 2. The chair may use his/her discretionary powers to either deal with the issue individually or, if need be, establish a review panel drawn from members of the Management Committee.

Signed:

Dated:

Flowchart

